

Application/Control Number: 09/574,909

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claims pto

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1. A method comprising:
establishing a database of pre-screened service providers;
extracting a description of a consumer's needs using interactive questions and
answer interviews appropriate for the desired task;
packaging and presenting the consumer's needs to multiple service providers that
meet a set of predetermined qualifications; and
presenting service providers' responses to the consumer after a predetermined
number of responses are received.
2. The method of claim 1, further comprising receiving confirmation of service
transactions by initiating automatic follow-up communication with the consumer
and the service providers.
3. The method of claim 1, wherein the establishing a database of pre-qualified service
providers further includes screening service providers by:
making inferences regarding service providers based upon the past data provided;
and
prioritizing service providers based upon the number of recently received service
opportunities.
4. The method of claim 1, wherein the service providers are pre-screened based on
the information they provide, such as service type, geographic region of operation,
service response and fulfillment time, preferred communication mechanism and
the types of transaction services for which they would like to be considered.

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5. The method of claim 1, further comprising:
compiling quantitative ratings and qualitative reviews regarding a service provider involved during a service transaction;
assigning a quality seal to the service provider based on the quantitative ratings and qualitative reviews received from the consumers;
presenting the quality seal when subjective information regarding the service provider is requested.
6. The method of claim 1, wherein the interactive interviews allow consumers to narrow the alternatives that describe the service need, while the indications or choices by the consumer lead them to a new set of alternatives and choices.
7. The method of claim 1, wherein the consumer needs may be presented to the service providers, by way of a set of heterogeneous communication devices depending upon preferences supplied by the service providers.
8. The method of claim 7, wherein the set heterogeneous communication devices includes facsimile, pager, mobile phone, home phone, office phone, wireless internet device, Interactive Voice Response (IVR) unit and email.
9. The method of claim 1, wherein the service providers may choose to submit a quote for the consumer's needs, indicate a desire to be referred, or reject the task.
10. The method of claim 1, wherein the consumer after receiving service providers' responses may then select from the pre-qualified service providers based upon one or more objective and/or subjective factors associated with the pre-qualified service providers.

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- 1 11. The method of claim 10, wherein the objective and subjective factors may be
2 collected by the system and presented to the consumer along with the service
3 provider responses, and a database of consumer-generated service provider ratings
4 and/or reviews.
- 1 12. The method of claim 4, wherein the service providers are directed to a Service
2 Provider Enrollment Process (SPEP) for enrollment, after the service provider has
decided to enroll in the service.
13. The method of claim 12, further comprising:
capturing basic information on service providers;
collecting additional preference information to support the most effective CSR
Matching Process;
creating a unique service provider profile for each service provider;
providing service providers the option of personalizing the website home page to
meet their specific preferences;
notifying service providers of projects that have been submitted to the service for
which the service provider is eligible;
recognizing service providers upon return to their site.
- 1 14. The method of claim 13, wherein the basic information includes business name,
2 address, number of years in operation, number of employees, one or more service
3 interests, and credit information.

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- 1 15. The method of claim 13, wherein the preference information includes one or more
2 service types, geographic region of operation, service expenditure size range,
3 service response and fulfillment time, and a preferred communication mechanism.
- 1 16. The method of claim 13, wherein the service provider profile can be updated from
2 time-to-time by service providers, by changing their preferences.
- 1 17. The method of claim 16, wherein the preference information further includes the
type of CSRs that the service providers are interested in seeing, such as quotes
versus referrals.
- 1 18. The method of claim 16, wherein the preferred communication mechanism may
be a pager, automated telephone, wireless internet device, IVR database, facsimile
and e-mail.
- 1 19. The method of claim 14, further comprising encouraging service providers to
identify potential service provider participants that can be contacted regarding the
service, launching communication and creating a Referred Prospect Profile (RPP).
- 1 20. The method of claim 19, where the RPP is used to support automated searches of
2 online and offline databases further enhancing the information contained in the
3 RPP, by importing search results into the RPP.
- 1 21. The method of claim 19, where the RPP may be used to:
2 launch a pre-formatted, semi-customizable communication via one of multiple
3 communication mechanisms, or
4 initiate a telemarketing or direct sales effort to the Referred Prospect.

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22. ~~(Currently amended)~~ The method of claim 1, wherein ~~[[the Pre-Qualification Process]]~~ a ~~pre-qualifying process for the home service providers~~ includes ~~one or more of:~~
- ~~reviewing objective criteria and capturing relevant information in ~~[[the]]~~ a home service provider profile;~~
 - ~~checking licensing status;~~
 - ~~checking insurance coverage status;~~
 - ~~checking business credit status;~~
 - ~~submitting a request for licensing confirmation to the relevant licensing body;~~
 - ~~submitting a request for insurance coverage confirmation to the relevant insurance company indicated through the SPAP and resident in the service provider profile;~~
 - ~~submitting a request for business credit status to one or more third-party agencies based on information resident in the service provider profile;~~
 - ~~submitting a request for legal and bankruptcy review to ~~[[the relevant state's]]~~ an Attorney General's Office or third-party information service bureau based on information ~~[[resident]]~~ in the home service provider profile;~~
23. The method of claim 22, where the Pre-Qualification Process, where feasible, is done automatically.
24. The method of claim 1, further comprising:
- capturing basic information on consumers;
 - creating a unique consumer profile for each consumer;

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providing consumers the option of personalizing the website home page to meet their specific preferences;
developing an overall design theme for the website within the context of metaphorical scheme, such as home;
providing complete listing of, but not limited to, participating service providers with searching capability by categories, such as geography, service category, rating score;
recognizing consumers upon return to their site;
determining consumer patterns with regards to subject interest and navigation, such that anticipating preferences and presenting content are likely to be of interest to the specific consumer.

25. The method of claim 24, wherein the basic information includes name, address, email address, anticipated service needs, property type, and an indication of geography.
26. The method of claim 24, further includes the option of updating Consumer Profile from time-to-time by consumers, by changing their preferences.
27. The method of claim 1, further comprising:
consumers confirming completion of a service transaction based on a CSR; and
service providers confirming the completion of a service transaction, once the consumer has already confirmed consummation of the service transaction;
28. The method of claim 27, further comprising:
consumers submitting the Consumer Feedback Form and the Rating & Review Process; and

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service providers submitting the input form rating their experience with the service for a specific service transaction.

29. The method of claim 27, further comprising:
confirming the accuracy and validity of the transaction, once the consumer and the service provider have confirmed a service transaction; and
“flagging” the situation where a CSR has received sufficient interest, but neither the consumer nor the service provider has, upon Follow-Up, confirmed consummating a service transaction.
30. A method of facilitating commerce between service providers and consumers comprising:
providing a competitive environment in which consumers can select an appropriate service provider based on full services quotes, objective information and subjective consumer ratings and reviews relating to the service providers;
uniting consumers and service providers by matching consumer needs to service providers’ capabilities and identifying appropriate and pre-qualified service providers; and
completing a full loop, by matching consumers to only those pre-qualified service providers who have confirmed their interest in performing the requested service.
31. The method of claim 30, further comprising guiding consumers through a Consumer-driven Service Request (CSR) Process, where a consumer user desiring to submit a service need for quote or referral may proceed through the CSR

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31. (Currently amended) The method of claim 30, further comprising:
guiding consumers through a [[Consumer-driven Service Request (CSR) Process]] ~~service request generation process during~~ where a consumer user desiring to submit a service need for quote or referral may proceed through the CSR process, which the consumer ~~as~~ [[describes and defines]] indicate their service ~~[[need]]~~ needs; ~~[[,]]~~ and ~~[[packages it]]~~ presenting the service needs in a meaningful way ~~[[for]]~~ to a plurality of the home service providers.
32. (Currently amended) The method of claim 31, wherein the ~~[[CSR]]~~ service request generation process ~~[[may include]]~~ includes a ~~[[interactive questions]]~~ question and answer interview ~~[[or template process,]]~~ which facilitates gathering of ~~[[delivers]]~~ a detailed description of the consumer's service ~~[[need]]~~ needs.
33. The method of claim 30, further comprising providing enrolled consumer users with status information for their active CSRs.
34. The method of claim 30, further comprising providing enrolled service providers with detailed information on available CSRs.
35. The method of claim 34, further comprising providing enrolled service providers information regarding past services referred or quoted through the service.
36. The method of claim 30, further comprising providing enrolled service providers with status information for their active CSRs.
37. (Currently amended) A method comprising:

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receiving an indication of a service category from a consumer;

developing a detailed description of the consumer's service needs by receiving consumer input using ~~[[interactive questions]]~~ question and answer interviews generated by a decision tree based upon currently available information about the consumer's service needs; ~~[[and]]~~

~~enabling the consumer to [[soliciting]] one or more of receive, obtain and solicit information quotes on behalf of the consumer from a plurality of pre-screened home service providers by [[packaging]] presenting the consumer's service needs as a service request and delivering the service request to each of the plurality of pre-screened home service providers, the service request including appropriately descriptive and detailed information to enable home service providers associated with the service category to make a decision whether to accept the service request [[provide a firm quote]]; and~~

~~compiling a list of pre-qualified home service providers who have confirmed their interest in meeting the consumer's service needs or who have otherwise shown interest in services similar to the consumer's service needs, by using the Intuitive Predicting Method, wherein making one or more inferences [[are made]] based on [[the]] past service requests to which the home [[data provided by]] service providers have responded or not responded[[,]] and by selecting home service providers with the least number of recent service opportunities.~~

38. (Currently amended) The method of claim 37, further comprising:

receiving consumer input relating to the consumer's service ~~[[need]]~~ needs; and

guiding the consumer to the service category by presenting additional questions and using information gathered to cross reference a knowledge management database.

39. (Currently Amended) The method of claim 37, wherein the service request includes one or more of estimated appropriate measurements, product identifiers and desired solutions.

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40. (Currently amended) The method of claim 37, further comprising presenting the consumer with an appropriate templated form for expressing the consumer's service [[need]] needs.
41. (Currently amended) The method of claim 37, further comprising presenting the consumer with one or more visual images~~[[, such as photos or drawings,]]~~ to facilitate development of a correct service need description.
42. (Currently amended) The method of claim 37, further comprising receiving information indicative of the consumer's [[wherein consumers may indicate a]] preferred communication mechanism for use by home service providers.
43. (Currently amended) The method of claim 37, further comprising receiving information indicative of a [[wherein consumers may indicate]] deadline for completion of [[their service need]] the consumer's service needs.
44. (Currently amended) The method of claim 37, further comprising receiving information indicative of the consumer's [[wherein consumers may indicate their]] preference regarding [[of]] one or more [[quantitative]] rating factors, [[such as]] including one or more of timeliness, [[price]] quality, value, budget, communication, courteousness and cleanliness.
45. (Currently amended) The method of claim 44, wherein the one or more [[quantitative]] rating factors are used to develop a composite home service provider rating for use in said matching.
46. (Currently amended) A method of matching consumers and service providers comprising:

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~~creating home service provider profiles based upon~~ [[service providers submitting]] [[i]] basic information received from a plurality of home service providers, including name, address, and one or more of experience level, licensing and years in operation, and [[ii]] preference information, including one or more of service types, geographic region of operation and a preferred communication mechanism;

~~creating a unique service provider profile for each service provider;~~

~~receiving consumers submitting the Consumer Service Request~~ a service request from a consumer including basic information, [[such as]] including one or more of name, address and location of service, and preference information, [[such as]] including one or more of price, quality, value, budget, courteousness, timeliness and communication mechanism;


~~creating a unique consumer profile for each consumer;~~

~~identifying a set of~~ [[qualified]] prescreened home service providers of the plurality of home [[from a database of]] service providers that are eligible to quote or be [[referred]] matched to [[a]] the consumer based upon the [[CSR]] service request and the home service provider profiles;

~~presenting the identified set of prescreened home service providers with sufficiently descriptive and detailed~~ [[consumer]] data regarding a home service task associated with [[based upon]] the [[CSR]] service request so as to allow acceptance or rejection of the home improvement task by the home service providers of the identified set of qualified home service providers, wherein personally identifiable information relating to the consumer is withheld;

~~receiving responses from a plurality of the identified set of qualified home service providers acknowledging the~~ [[CSR]] service request and confirming their interest in performing the [[service]] home improvement task; and

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 ~~providing the consumer's contact information only to a first predetermined number of the plurality of the identified set of qualified home service providers from whom responses are received.~~

~~service providers responding with quote or referral, based on the information included in the CSR;~~


~~compiling a list of pre-qualified service providers who have confirmed their interest in meeting the consumer's service needs, by using the Intuitive Predicting Method, where inferences are made based on the past data provided by service providers;~~

~~modifying the list of service providers, by selecting service providers with the least number of recent service opportunities;~~

~~consumers receiving a communication from commerce facilitator, confirming receipt and summarizing the CSR, using the preferred communication mechanism; and~~

~~consumers receiving the list of service providers, who have confirmed their interest in performing the service, with requested quotes or referrals.~~

47. The method of claim 46, further comprising providing an option for consumers to save their CSR for adding information later, but prior to submittal.
48. The method of claim 46, wherein the communication may be triggered by the process completion and include additional information, depending on the anticipated time to complete the CSR Matching Process.
49. The method of claim 46, wherein the CSR contains certain information components that may be used as key matching components, such price, timeliness, service category, location and rating factors.

 (Currently amended) The method of claim 46, wherein the ~~[[CSRs are]]~~ service request is matched against the ~~[[appropriate]]~~ home service provider profiles, using information ~~contained within the service provider profile, as key matching components.~~

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51. The method of claim 46, wherein the online communication mechanisms are, but not limited to, e-mail, Internet website and wireless internet.
52. The method of claim 46, wherein e-mail, wireless internet and website are the primary communication mechanism, unless otherwise stipulated via service provider preferences.
53. The method of claim 46, wherein the offline communication mechanisms are, but not limited to, pager, automated telephone, IVR database and facsimile.
54. The method of claim 46, further comprising:
analyzing submitted responses to ensure inclusion of all the required information;
prompting service providers to provide missing information.
55. (Currently amended) The method of claim 46, further comprising presenting ~~[[consumers]] the consumer with information regarding the first predetermined number of the plurality of the identified set of qualified home service providers from whom responses are received~~ results, upon completion of Service Provider Response Process, using their preferred communication mechanism.
56. The method of claim 55, wherein the results include a summary of the service providers eligible for referral for a specific CSR, where summary includes Rating & Review summary.
57. The method of claim 55, further comprising providing options for consumers to:
56. The method of claim 55, wherein the results include a summary of the service providers eligible for referral for a specific CSR, where summary includes Rating & Review summary.
57. The method of claim 55, further comprising providing options for consumers to:

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request more detailed information on a specific service provider by potentially
linking to the service provider's website;
sort presentation order based on different variables, such as composite rating, cost,
service provider location;
indicate communication preferences including who will initiate communication,
i.e. the consumer or the service provider, the medium of communication to
be used and when the communication is to be initiated;
indicate their choice of service provider, in the event that quotes have been
submitted, rank their preferences, and consummate service transaction.

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linking to the service provider's website;
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submitted, rank their preferences, and consummate service transaction.

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58. A machine-readable medium having stored thereon data representing sequences of instructions, the sequences of instruction which, when executed by a processor, cause the processor to perform the steps of:
establishing a database of pre-screened service providers, based on Pre-Qualification Process;
extracting a description of the consumer's needs from a consumer using interactive question and answer interviews appropriate for the desired task;
packaging and presenting consumer needs to multiple service providers that meet a set of predetermined qualifications;
presenting service providers' responses to the consumer, once sufficient number of responses are received.
59. A machine-readable medium having stored thereon data representing sequences of instructions, the sequences of instruction which, when executed by a processor, cause the processor to perform the steps of:
providing a competitive environment in which consumers can select an appropriate service provider based on full services quotes, objective information and subjective consumer ratings and reviews relating to the service providers;
uniting consumers and service providers by matching consumer needs to service providers' capabilities and identifying appropriate and pre-qualified service providers; and
completing a full loop, by matching consumers to only those pre-qualified service providers who have confirmed their interest in performing the requested service.

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58. A machine-readable medium having stored thereon data representing sequences of instructions, the sequences of instruction which, when executed by a processor, cause the processor to perform the steps of:
- establishing a database of pre-screened service providers, based on Pre-Qualification Process;
 - extracting a description of the consumer's needs from a consumer using interactive question and answer interviews appropriate for the desired task;
 - packaging and presenting consumer needs to multiple service providers that meet a set of predetermined qualifications;
 - presenting service providers' responses to the consumer, once sufficient number of responses are received.
59. A machine-readable medium having stored thereon data representing sequences of instructions, the sequences of instruction which, when executed by a processor, cause the processor to perform the steps of:
- providing a competitive environment in which consumers can select an appropriate service provider based on full services quotes, objective information and subjective consumer ratings and reviews relating to the service providers;
 - uniting consumers and service providers by matching consumer needs to service providers' capabilities and identifying appropriate and pre-qualified service providers; and
 - completing a full loop, by matching consumers to only those pre-qualified service providers who have confirmed their interest in performing the requested service.

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60. A machine-readable medium having stored thereon data representing sequences of instructions, the sequences of instruction which, when executed by a processor, cause the processor to perform the steps of:
 - developing a detailed description of the consumer's service needs by receiving consumer input using interactive questions and answer interviews generated by a decision tree based upon currently available information about the consumer's service needs; and
 - soliciting quotes on behalf of the consumer from a plurality of pre-screened service providers by packaging the consumer's service needs as a service request and delivering the service request to each of the plurality of pre-screened service providers, the service request including appropriately descriptive and detailed information to enable service providers associated with the service category to provide a firm quote;
 - compiling a list of pre-qualified service providers who have confirmed their interest in meeting the consumer's service needs, by using the Intuitive Predicting Method, where inferences are made based on the past data provided by service providers, and by selecting service providers with the least number of recent service opportunities.
61. A machine-readable medium having stored thereon data representing sequences of instructions, the sequences of instruction which, when executed by a processor, cause the processor to perform the steps of:
 - service providers submitting basic information, including name, address, years in operation, and preference information, including service types, geographic region of operation and a preferred communication mechanism;

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creating a unique service provider profile for each service provider;
consumers submitting the Consumer Service Request including basic information,
such as name, address and location of service, and preference information,
such as price, timeliness and communication mechanism;
creating a unique consumer profile for each consumer;
identifying a set of qualified service providers from a database of service
providers that are eligible to quote or be referred to a consumer based upon
the CSR;
presenting service providers with sufficiently descriptive and detailed consumer
data based upon the CSR;
service providers acknowledging the CSR and confirming their interest in
performing the service;
service providers responding with quote or referral, based on the information
included in the CSR;
compiling a list of pre-qualified service providers who have confirmed their
interest in meeting the consumer's service needs, by using the Intuitive
Predicting Method, where inferences are made based on the past data
provided by service providers;
modifying the list of service providers, by selecting service providers with the
least number of recent service opportunities;
consumers receiving a communication from commerce facilitator, confirming
receipt and summarizing the CSR, using the preferred communication
mechanism; and
consumers receiving the list of service providers, who have confirmed their
interest in performing the service, with requested quotes or referrals.

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- ✓ 62. (New) A method comprising:
- 2 extracting a description of a consumer's home service needs using an interview
- 3 appropriate for the consumer's home service task;
- 4 allowing a plurality of home service providers that meet a set of predetermined
- 5 qualifications to review the consumer's service needs by packaging the consumer's
- 6 service needs as a service request and presenting the service request to the plurality of
- 7 home service providers without providing personally identifiable information relating to
- 8 the consumer; and
- 9 providing the consumer's contact information only to a first predetermined
- 10 number of the plurality of home service providers that accept the service request.
- 1 63. (New) The method of claim 62, further comprising notifying the consumer as
- 2 acceptances from the plurality of home service providers are received.
- 1 64. (New) The method of claim 62, further comprising after receiving acceptances from the
- 2 first predetermined number of the plurality of home service providers, notifying the
- 3 consumer that the first predetermined number of the plurality of home service providers
- 4 have expressed interest in the consumer's service needs.
- 1 65. (New) The method of claim 62, further comprising allowing the consumer to view
- 2 information pertaining to the first predetermined number of the plurality of home service
- 3 providers.
- 1 66. (New) The method of claim 65, wherein a graphical representation of the consumer
- 2 rating information is presented to the consumer in the form of a star system.

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67. (New) The method of claim 62, wherein the set of predetermined qualifications include one or more of types of service transactions for which the plurality of home service providers have expressed interest, geographic region of operation of the plurality of home service providers, licensing and desired fulfillment time category of the plurality of home service providers.

68. (New) The method of claim 62, further comprising after completion of the consumer's service needs by a home service provider of the first predetermined number of the plurality of home service providers, collecting feedback from the consumer regarding the home service provider for inclusion into consumer rating information associated with the home service provider.

69. (New) The method of claim 65, wherein the information pertaining to the first predetermined number of the plurality of home service providers comprises consumer rating information collected from one or more other consumers for whom the first predetermined number of the plurality of home service providers have completed home services.

70. (New) The method of claim 62, further comprising after completion of the consumer's service needs, collecting feedback from the consumer regarding reasons for not selecting particular home service providers of the first predetermined number of the plurality of home service providers and making the feedback available to the first predetermined number of the plurality of home service providers.


71. (New) A method comprising:

one or more processors establishing a database of pre-screened home service providers;

the one or more processors extracting a sufficiently descriptive and detailed description of a consumer's service needs so as to allow bids to be submitted by one or more of the pre-screen home service providers using a question and answer interview corresponding to the consumer's desired home service task;

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- 8  the one or more processors packaging and presenting the consumer's service
9 needs to one or more home service providers in the database of pre-screened home
10 service providers that exhibit a set of predetermined qualifications relating to the
11 consumer's service needs;
- 12 the one or more processors causing an automated telephone system to notify at
13 least one of the one or more home service providers of the consumer's service needs; and
14 the one or more processors presenting one or more affirmative home service
15 provider responses to the consumer.
- 1 72. (New) The method of claim 71, further comprising providing the pre-screened home
2 service providers with access to an interactive voice response (IVR) database from which
3 the pre-screened home service providers can check the status of or respond to consumer
4 service requests.
- 1 73. (New) A method comprising:
2 one or more processors receiving an indication of a service category from a
3 consumer;
4 the one or more processors developing a detailed description of the consumer's
5 service needs by receiving consumer input using question and answer interviews
6 generated by a decision tree based upon currently available information about the
7 consumer's service needs;
8 the one or more processors enabling the consumer to one or more of receive,
9 obtain and solicit information from a plurality of pre-screened home service providers by
10 presenting the consumer's service needs as a service request to each of the plurality of
11 pre-screened home service providers, the service request including appropriately
12 descriptive and detailed information to enable home service providers associated with the
13 service category to make a decision whether to accept the service request, wherein the

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service request is delivered to at least one of the plurality of pre-screened home service providers via an automated telephone system; and

the one or more processors compiling a list of pre-qualified home service providers who have confirmed their interest in meeting the consumer's service needs or who have otherwise shown interest in services similar to the consumer's service needs, by making one or more inferences based on past service requests to which the home service providers have responded or not responded and by selecting home service providers with the least number of recent service opportunities.

74. (New) The method of claim 73, further comprising providing the plurality of pre-screened home service providers with access to an interactive voice response (IVR) database from which the pre-screened home service providers can check the status of or respond to service requests.

75. (New) A method comprising:

one or more processors extracting a description of a consumer's home service needs using an interview appropriate for the consumer's home service task;

the one or more processors allowing a plurality of home service providers that meet a set of predetermined qualifications to review the consumer's service needs by packaging the consumer's service needs as a service request and presenting the service request to the plurality of home service providers without providing personally identifiable information relating to the consumer, wherein the service request is delivered to at least one of the plurality of pre-screened home service providers via an automated telephone system; and

the one or more processors providing the consumer's contact information only to a first predetermined number of the plurality of home service providers that accept the service request.

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76. (New) The method of claim 75, further comprising providing the plurality of home service providers with access to an interactive voice response (IVR) database from which the plurality of home service providers can check the status of or respond to service requests.
77. (New) A method comprising:
- one or more processors performing a step for receiving an indication of a service category from a consumer;
 - the one or more processors performing a step for developing a detailed description of the consumer's service needs by receiving consumer input using question and answer interviews generated by a decision tree based upon currently available information about the consumer's service needs;
 - the one or more processors performing a step for enabling the consumer to one or more of receive, obtain and solicit information from a plurality of pre-screened home service providers by presenting the consumer's service needs as a service request to each of the plurality of pre-screened home service providers, the service request including appropriately descriptive and detailed information to enable home service providers associated with the service category to make a decision whether to accept the service request; and
 - the one or more processors performing a step for compiling a list of pre-qualified home service providers who have confirmed their interest in meeting the consumer's service needs or who have otherwise shown interest in services similar to the consumer's service needs, by making one or more inferences based on past service requests to which the home service providers have responded or not responded and by selecting home service providers with the least number of recent service opportunities.
78. (New) A method comprising:

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one or more processors performing a step for extracting a description of a consumer's home service needs using an interview appropriate for the consumer's home service task;

the one or more processors performing a step for allowing a plurality of home service providers that meet a set of predetermined qualifications to review the consumer's service needs by packaging the consumer's service needs as a service request and presenting the service request to the plurality of home service providers without providing personally identifiable information relating to the consumer; and

the one or more processors performing a step for providing the consumer's contact information only to a first predetermined number of the plurality of home service providers that accept the service request.

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79. (New) A computer-implemented method for matching a consumer with a home service provider comprising:
- creating a database comprising home service providers and data for tracking a historical acceptance of consumer leads by each home service provider;
 - receiving information relating to a home service;
 - in response to receiving the information, providing a first list comprising tasks that relate to skills of home service providers;
 - receiving a selection of a task from the first list;
 - in response to receiving the selection of the task, forming a second list comprising home service providers from the database who match the selected task;
 - selecting home service providers from the second list based upon historical acceptance of consumer leads by home service providers; and
 - providing a third list comprising home service providers.
80. (New) The method of Claim 79, further comprising selecting home service providers who match a geographical location of the consumer.
81. (New) The method of Claim 79, further comprising prioritizing home service providers of the second list based on the historical acceptance of consumer leads by home service providers.
82. (New) The method of Claim 79, further comprising selecting home service providers from the second list based upon past response times of each respective home service provider.
83. (New) The method of Claim 79, further comprising receiving background information from home service providers.
84. (New) The method of Claim 79, wherein creating the database comprises storing information comprising at least one of tasks performed by a home service provider, geographic region of operation, service response and fulfillment time, communication preferences, and preferences for tasks.
85. (New) The method of Claim 79, further comprising sending a message that identifies a consumer to a home service provider present in the third list.

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86. (New) A computer-implemented method for matching a consumer with a home service provider comprising:

receiving background information from home service providers;

monitoring a historical acceptance of consumer leads by each home service provider;

creating a database of home service providers based on the background information received from the home service providers;

receiving information relating to a home service;

in response to receiving the information, providing a menu comprising tasks that relate to skills of home service providers;

receiving a selection of a task from the menu;

in response to receiving the selection of the task, forming a dataset comprising home service providers from the database who match the selected task; and

selecting home service providers from the dataset based upon historical acceptance of consumer leads by home service providers.

87. (New) The method of Claim 86, wherein forming the dataset further comprises selecting home service providers who match a geographical location of the consumer.

88. (New) The method of Claim 86, wherein forming the dataset further comprises prioritizing home service providers of the dataset based on the historical acceptance of consumer leads by home service providers.

89. (New) The method of Claim 86, wherein forming the dataset further comprises prioritizing home service providers of the dataset based on past response times to service requests.

90. (New) The method of Claim 86, further comprising providing a dataset comprising home service providers to the consumer.

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91. (New) The method of Claim 86, wherein the background information comprises tasks performed by a home service provider, geographic regions of operation, service response and fulfillment time, communication preferences, and preferences for desired tasks.

92. (New) The method of Claim 86, further comprising sending a message that identifies a consumer to a home service provider present in the data set.

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93. (New) A system for matching a consumer with a home service provider via a distributed electronic network comprising:

- a database accessible via the distributed electronic network for storing background information on home service providers and for storing a historical acceptance of consumer leads by each home service provider; and

- a host server for communicating with the database and with a network device via the distributed electronic network and for executing computer-executable instructions for:

- receiving information relating to a home service;

- in response to receiving the information, providing a menu comprising tasks that relate to skills of home service providers;

- receiving a selection of a task from the menu;

- in response to receiving the selection of the task, forming a dataset comprising home service providers from the database who match the selected task; and

- selecting home service providers from the dataset based upon historical acceptance of consumer leads by home service providers.

94. (New) The system of Claim 93, wherein forming the dataset further comprises selecting home service providers who match a geographical location of the consumer.

95. (New) The system of Claim 93, wherein the network device comprises a personal computer running an Internet browser application.

96. (New) The system of Claim 93, wherein the host server executes instructions for providing a dataset to the consumer via the Internet.

97. (New) The method of Claim 93, wherein the host server provides a dataset comprising home service providers to the consumer.

98. (New) The method of Claim 93, wherein the host server prioritizes home service providers of the dataset based on the historical acceptance of consumer leads by home service providers.